

## Friends and Family Test Comments Dec 19

- Really, really helpful. Love them
- Waiting times. Problems I have had with ordering prescriptions
- Always had very good service at this surgery
- Good service, very interested in conditions
- Staff friendly, helpful and polite
- Only complaint is having to queue in all weathers for an appointment
- You can never get appointment and if you have an appointment online you can't get another one even if it only a nurse you are seeing and not a doctor, been with doctors 65 years. So sad
- Always helpful
- Always treated courteously by staff and never have problems obtaining an appointment when necessary
- Always helpful. Friendly receptionists. Access to appointments
- All GP's have waiting times. There not too bad
- Very friendly staff. Difficult to get an appointment
- All reception staff lovely, doctors clean, and most doctors are brilliant
- Only doctors I know
- I have received help and support when needed
- Dealt with my issues very well. Nice and friendly unlike some doctors I have been into over the years
- Easy to book appointments on app, convenient location, easy to park, easy check in, friendly staff
- Staff are lovely. Only issue is trying to get appointment
- Good doctors who listen to what you have to say
- I come with a problem that was sorted out in a few minutes
- Getting an appointment is a very prolonged process if we need to be seen by GP earlier
- Waiting for a long time for doctor
- Nice staff, pleasant, good doctors
- Because I don't know any other doctors
- It is very difficult to get an appointment when needed
- Don't know - new to surgery
- Can never ever get an appointment - tried for 2 weeks - ok staff
- Nice nurse and reception staff but hard to get an appointment first
- Nice staff, seen fast
- Yes
- Most of time had good experience
- For the good service you get
- Think it's the same as all doctors - have no appointments
- Always friendly staff - willing to help
- Very efficient and friendly, feel at ease and they provide a good service
- Good at getting appointments. Reception very helpful